

ABSTRACT OF THE DISCLOSURE

A center system included in a remote control system is disclosed for controlling a plurality of apparatuses including at least an image forming apparatus, based on information received by way of a telecommunication network interconnected to the

5 apparatuses. On receiving the information concerning pre-maintenance from any one of the apparatuses such as a facsimile apparatus, copying machine and others, which are divided into a predetermined number of groups, the center system instructs to collect the information related to the pre-maintenance from all of the plurality of apparatuses included in the same groups. Alternatively, the center system may also instruct to

10 accumulate the received information into a temporal reception data base, and to retrieve the information related to that received from all other apparatuses in the same groups from the temporal reception data base.